

FIG. 1

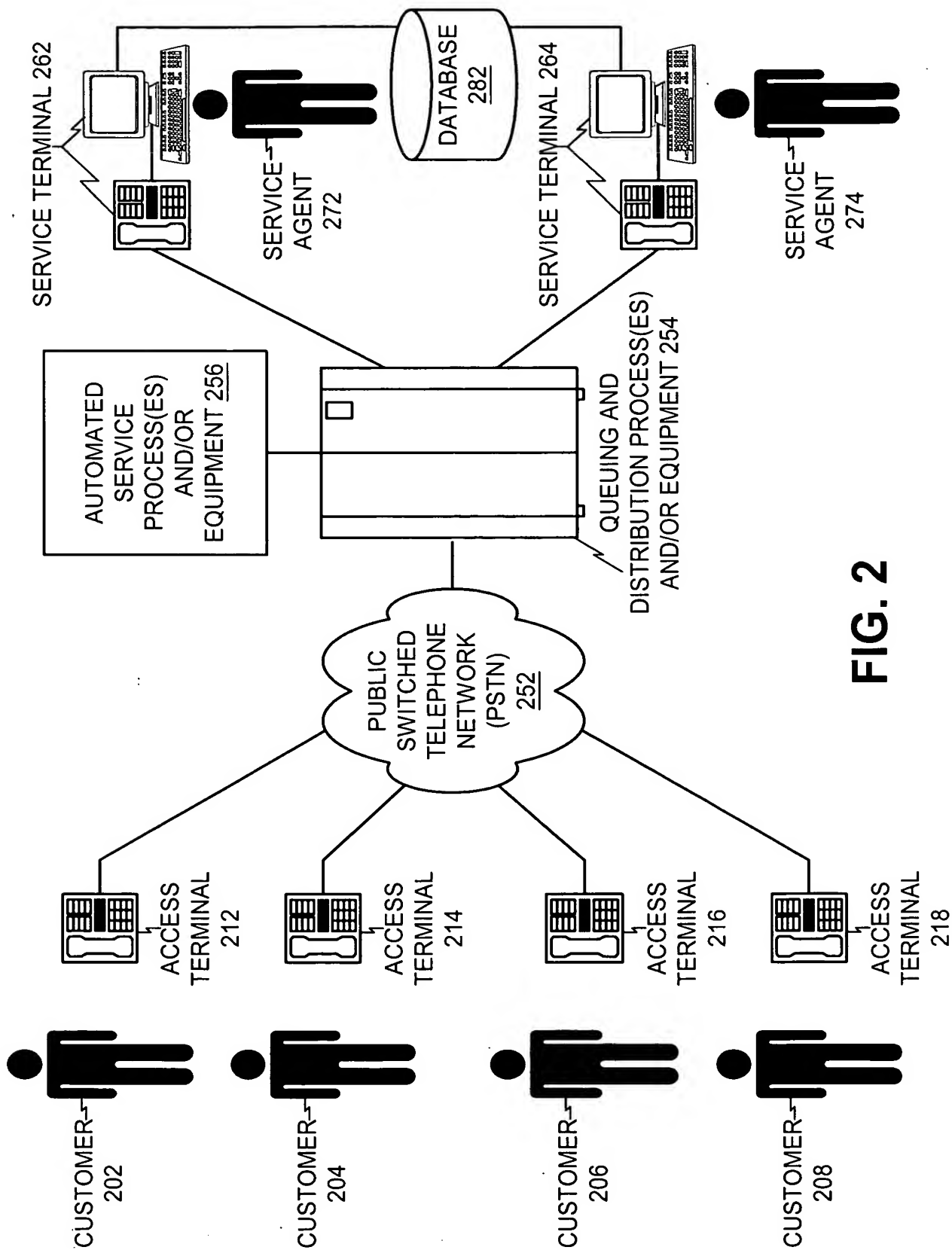


FIG. 2

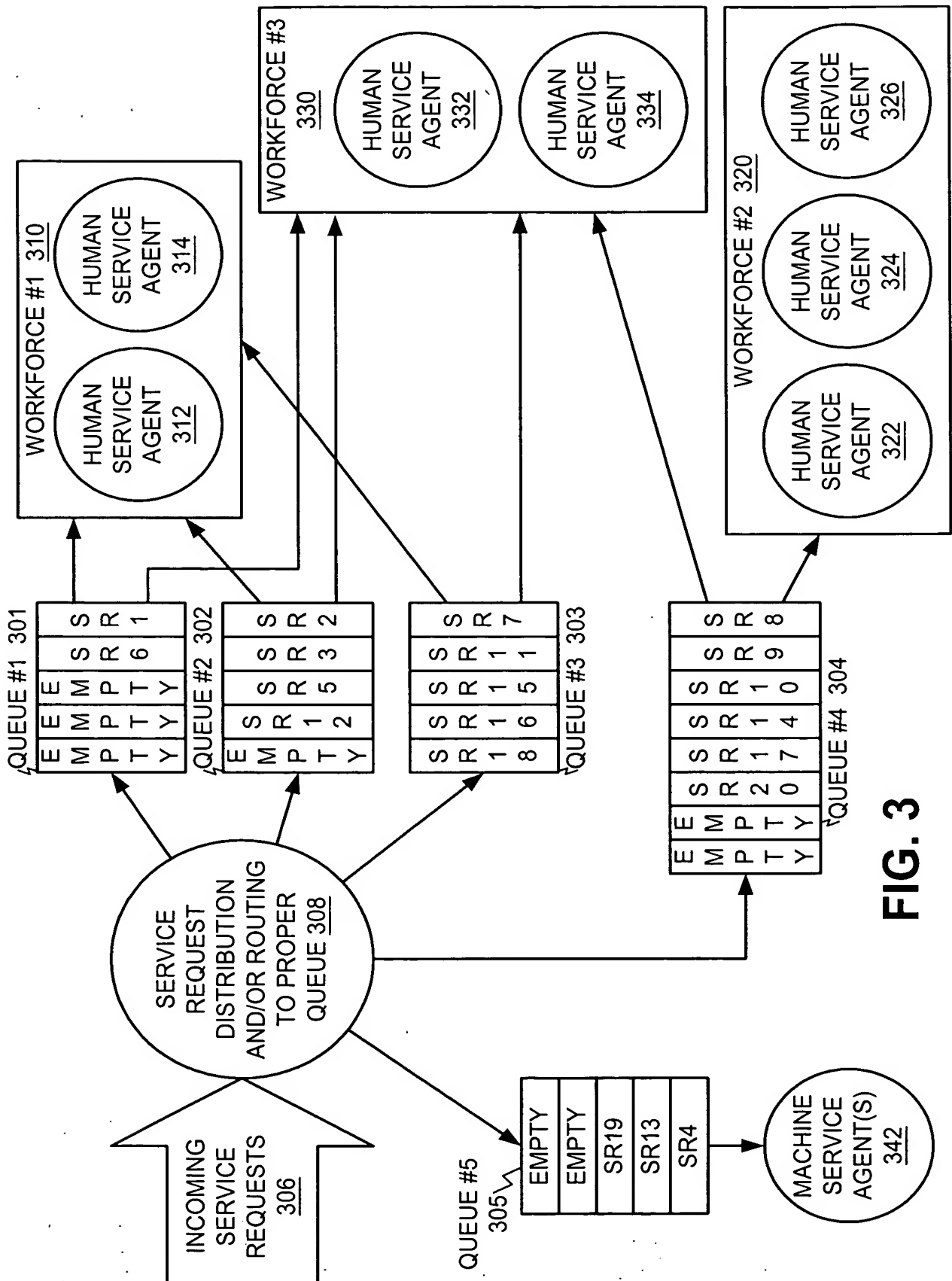
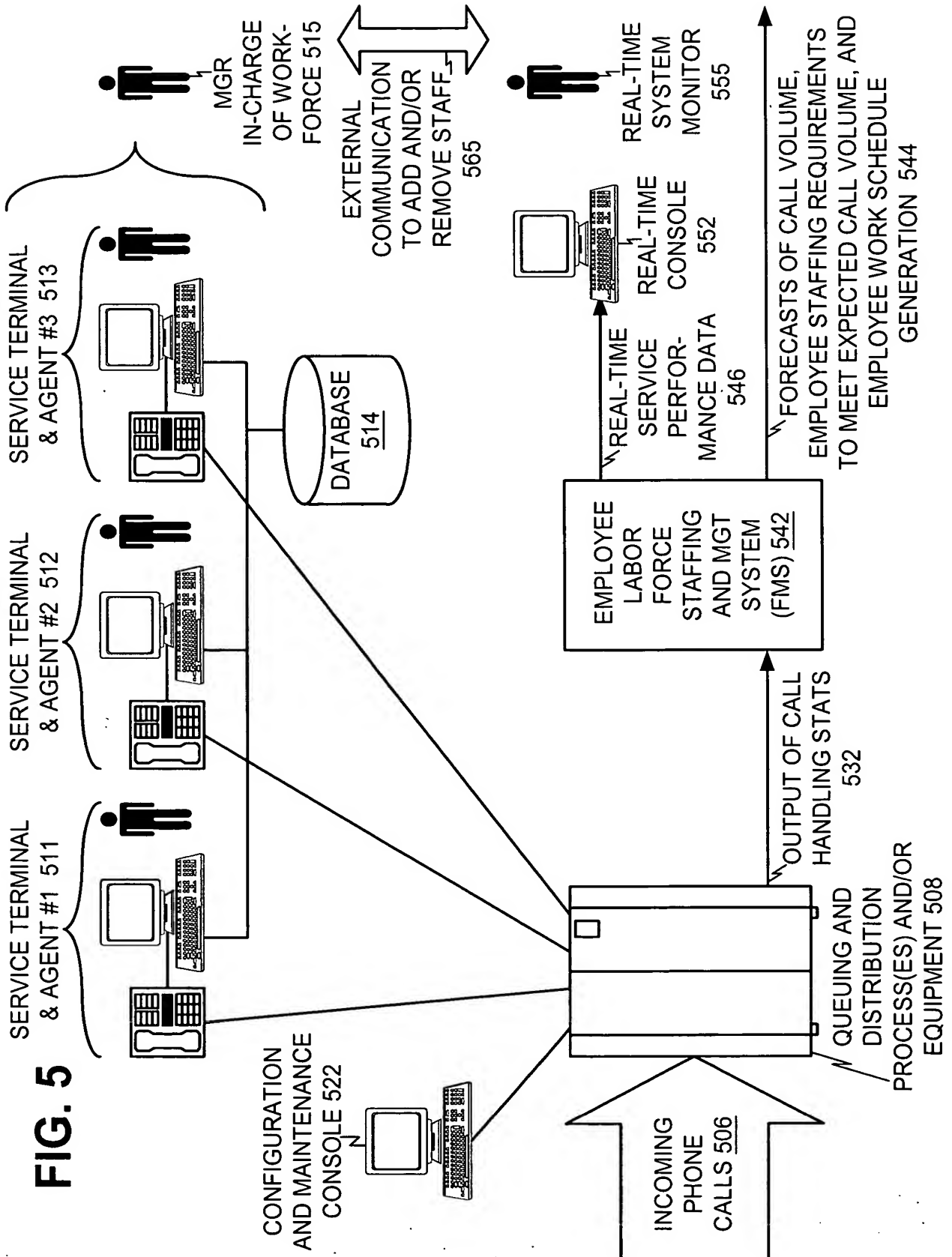


FIG. 3

	NUMBER OF EMPLOYEE SERVICE AGENTS ASSIGNED TO A WORKFORCE							
TIME (HH:MM)	00:00	00:15	00:30					
WORK- FORCE #1	13	18	19					
WORK- FORCE #2	30	28	25					
WORK- FORCE #3	8	9	9					

FIG. 4



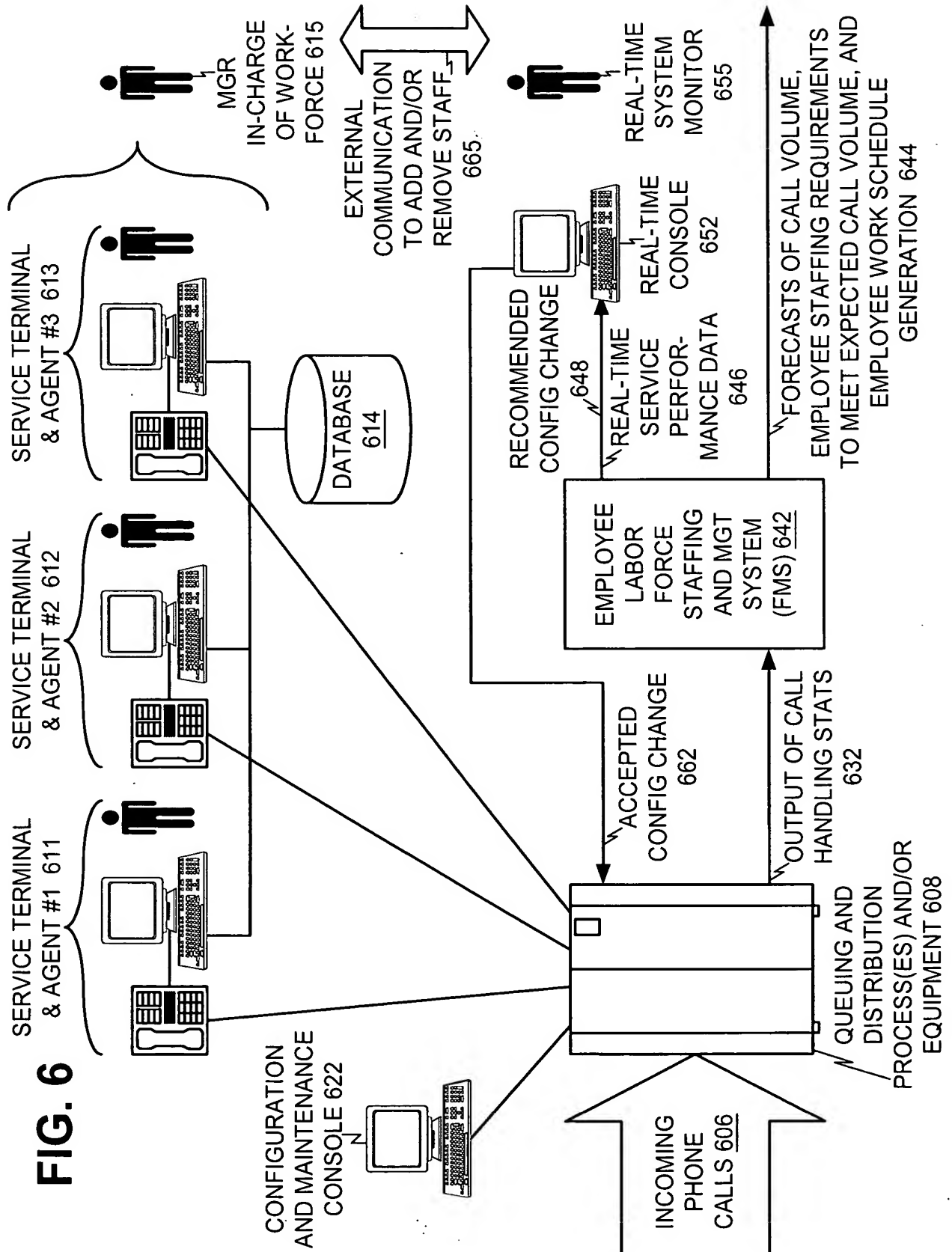
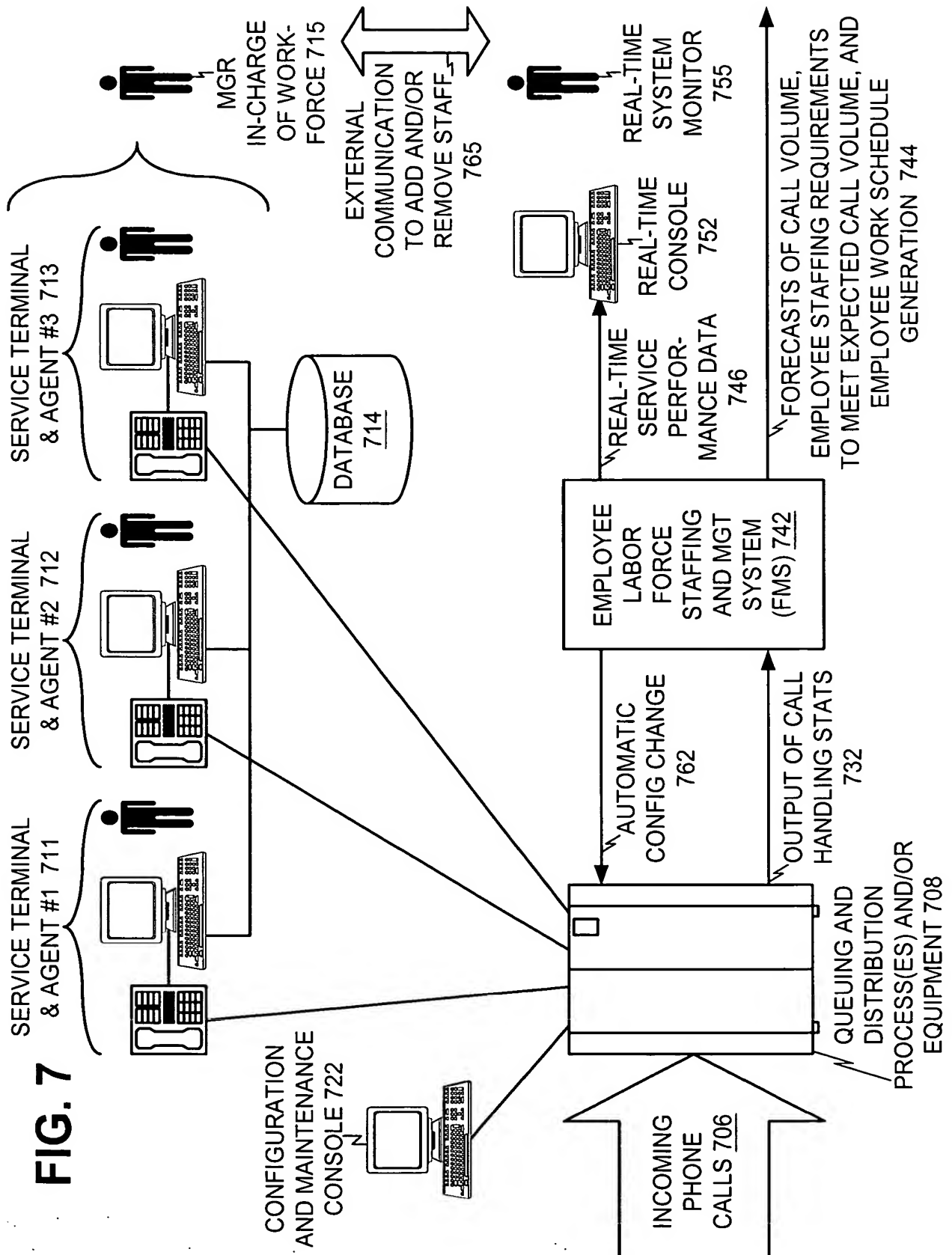


FIG. 7



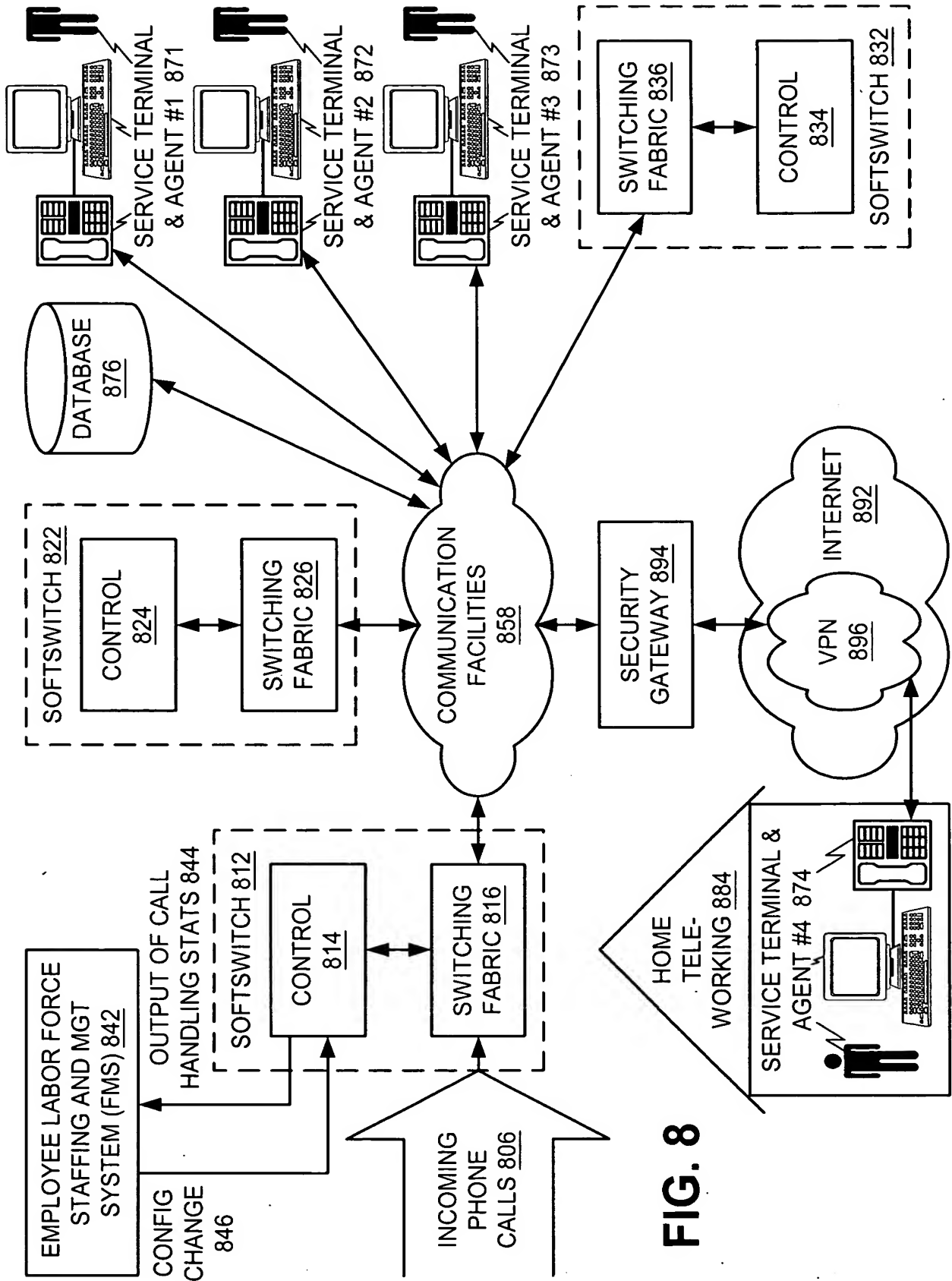


FIG. 8